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ABSTRACT

This document contains twelve sixteen-item multiple choice tests and answer keys for the modules in the Occupational Survival Skills series (CE 018 557-568.) (CE 018 556 describes the series and its development.) (JH)

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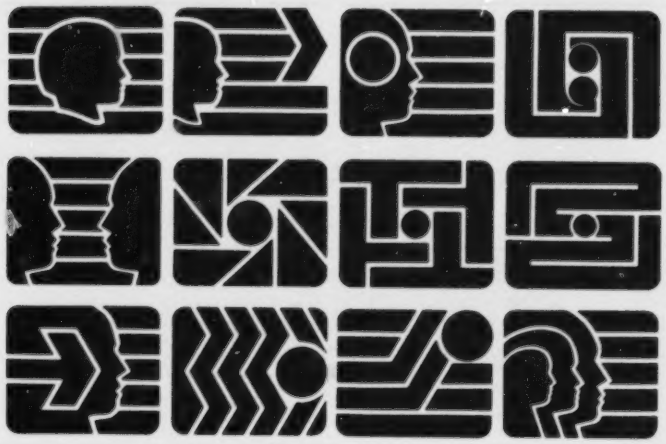
ED162146

Methods And Materials For Teaching

Occupational Survival Skills



Module Tests

Project Director: Robert E. Nelson

Project Staff:
Nancy A. Flexman
James A. Leach
Thomas J. Scanlan

For further information contact:

Dr. Robert E. Nelson, Project Director
Division of Business Education
Department of Vocational and Technical Education
346 Education Building
University of Illinois at Urbana-Champaign
Urbana, Illinois 61801

CE 018 569

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MODULE TESTS

Methods and Materials for Teaching Occupational Survival Skills

PROJECT STAFF

Robert E. Nelson

Nancy A. Flexman

James A. Leach

Thomas J. Scanlan

Division of Business Education
Department of Vocational and Technical Education
University of Illinois
at Urbana-Champaign

1978

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Robert E. Nelson
Project Director

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Module Tests

The twelve Occupational Survival Skills Modules are not numbered. Instructors are encouraged to use Modules in any order that best fits their needs.

WORKING IN ORGANIZATIONS

1. An organization chart shows:

   A. the formal relationships between the people who form an organization
   B. the informal relationships between the people who form an organization
   C. the duties done by each worker in the organization
   D. the kind of product or service made by the organization

2. Which of the following best describes an organization?

   A. people satisfying all of their own needs without help from others
   B. a number of people who are alike
   C. people working together to reach a goal by cooperating and dividing jobs
   D. people working alone to reach their own goals

3. Which of the following is correct?

   A. very few workers today belong to a union
   B. about one-fourth of all workers today belong to a union
   C. about three-fourths of all workers today belong to a union
   D. almost every worker today belongs to a union

4. Which of the following is <u>not</u> true of all organizations?

   A. responsibilities are divided among the members or workers to help the organization reach its goals
   B. organizations have "power-centers" to direct them toward their goals
   C. organizations get rid of people who are not doing their jobs correctly
   D. organizations encourage people to work alone to reach goals

5. A manager who is in charge of jobs that add directly to organizational goals, such as an assembly line boss can be described as:

   A. a staff manager
   B. a line manager
   C. an indirect manager
   D. an operations manager

6. Which of the following is an example of a staff manager?

   A. an assembly line supervisor
   B. a foreman
   C. an economic advisor
   D. production manager

7. When workers will not give help to others:

   A. it is harder to reach group goals and finish individual jobs
   B. they are helping to reach organizational goals
   C. they are working together well and dividing jobs between workers
   D. it is easier for people to satisfy their own needs

8. A worker who believes it is important to work well with others would probably:

   A. not give help to other workers
   B. not accept suggestions, criticism or help from other workers
   C. not be willing to give and receive help in work situations
   D. not know about the whole operation of the organization

9. If a labor union and organization management have needs that are in conflict, which of the following will probably happen?

   A. all of the union's needs will be satisfied
   B. none of the union's needs will be satisfied
   C. union and management will compromise so they both can meet some of their needs
   D. all of the management's needs will be satisfied

10. Alice has been working for an organization for six months at an important job. She only cares about her job and will not help other workers. Alice will not accept any help or suggestions from other workers about her job even though she is not doing the job correctly. Which of the following will probably happen to Alice?

   A. she will be promoted by the organization
   B. the organization will get rid of her
   C. nothing will happen
   D. she will be given a less important job

11. Ellen just got a job in an organization and is not sure where she "fits in" to the whole organization. Which of the following would be most helpful to Ellen in finding out where she "fits in?"

   A. the worker handbook of rules
   B. the organization chart
   C. the company policy book
   D. the union's list of things it does to help workers

12. Labor unions were formed as a way of dealing with the conflicts between individuals and organizations. Which of the following is an example of conflicting needs between the union and the organization management?

A. workers want a normal amount of work to do and the organization wants high quality work
B. workers want safe working conditions and the organization wants a good safety record
C. workers want interesting work and the organization wants workers to work well together
D. workers want more money and the organization wants to cut costs

13. Which of the following is not true of an organization?

A. people join together to reach goals by working together well
B. people divide jobs among themselves
C. one person's job in an organization is not important
D. successful people in the organization give and receive help

14. Which of the following is not shown by the organization chart?

A. the different parts (divisions or departments) of the organization and how they fit together
B. all the lines of communication
C. the formal relationships between the people who form an organization
D. who is supposed to be whose boss or supervisor

15. Which of the following best describes the purpose of labor unions?

A. labor unions are organized for the purpose of getting workers more money
B. labor unions are organized for the purpose of hurting the organization
C. labor unions are organized to give workers more power in dealing with the conflicts between individuals and organizations
D. labor unions are organized to help organization management satisfy the needs of organizations

16. To reach the goals of the organization, each person must do his or her own job. Yet, only once in awhile can one person do a job without help from others. On which of the following is this sentence based?

A. an organization is made up of a group of people joining together to reach goals by working together well and dividing jobs among themselves
B. organizations get rid of people who are not doing their jobs correctly
C. organizations have "power-centers" to direct them toward their goals
D. people can meet their needs more easily when they work alone

WORKING IN ORGANIZATIONS

Answer Key

1. A
2. C
3. B
4. D
5. B
6. C
7. A
8. C
9. C
10. B
11. B
12. D
13. C
14. B
15. C
16. A

MOTIVATION FOR WORK

1. Human needs can best be described as:

   A. the way a person feels about something
   B. those things or feelings that people want or need
   C. the way a person feels about someone else
   D. those things or feelings that people do not want or need

2. Which of the following is not a kind of basic human need?

   A. physical needs
   B. security needs
   C. social needs
   D. transportation needs

3. Which of the following best explains work?

   A. work is done when you are paid for something that you don't really want to do
   B. work is done when you really try to do something to satisfy other people's needs
   C. work is done when you really try to do something to satisfy your own needs and also to satisfy other people's needs
   D. work is done only when you make money for what you do

4. Which of the following is the most basic of all human needs?

   A. physical needs
   B. security needs
   C. social needs
   D. need for self-respect and worth

5. People working at jobs that give them a sense of belonging are satisfying:

   A. physical needs
   B. security needs
   C. social needs
   D. need for self-respect and worth

6. A worker who says "I hate my job, I am only working at this job for the money" is indicating only:

   A. satisfaction of the need for self-fulfillment
   B. satisfaction of the need for self-respect and worth
   C. satisfaction of social needs
   D. satisfaction of physical and security needs

7. Which of the following basic human needs is the <u>least satisfied</u> by most workers?

   A. physical needs
   B. security needs
   C. social needs
   D. needs for self-fulfillment

8. When people want to work in order to meet their needs or reach goals, they are:

   A. selfish
   B. motivated
   C. unhappy
   D. lucky

9. A person has not been working for some time, has run out of money and has no place to live. The person is looking for any kind of a job. What type of basic human need is the person trying to satisfy?

   A. physical needs
   B. security needs
   C. social needs
   D. needs for self-respect and worth

10. John feels as though he is in a situation in which he must try to meet the needs of others but is not allowed to do anything to meet his own needs through his job. Which of the following is the best description of his situation?

    A. normal working conditions
    B. slavery
    C. a satisfying job
    D. voluntary work

11. Betty has worked at her job for two years. She earns good money and enjoys the friendships with her fellow workers. However, Betty does not like her job. She feels as though she is not doing anything important. Which of the following basic human needs is Betty <u>not</u> satisfying at her job?

    A. physical needs
    B. security needs
    C. social needs
    D. needs for self-respect and worth

12. When George began looking for a job, what he cared about most was that the company he went to work for had good medical insurance for employees and a good retirement plan. He did not want to worry about what would happen if he got sick or how he would live when he retired. Which of the following basic human needs does George care most about?

    A. physical needs
    B. security needs
    C. social needs
    D. needs for self-respect and worth

13. People do not care about their social needs until their physical and security needs are satisfied. On which of the following is this statement based?

    A. when we satisfy one level of need, we move to another
    B. physical needs are not as important as social needs
    C. social needs are the hardest to satisfy
    D. there is no relationship between the different types of basic human needs

14. Which one of the following best describes why people go to work?

    A. people go to work because they need the money
    B. people go to work because other people make them
    C. people go to work to satisfy the basic human needs
    D. people go to work only if they have to

15. People should look at their own needs and how these needs can be satisfied through work. Which of the following does <u>not</u> agree with this statement?

    A. since each person is different, individuals are likely to have different reasons for working
    B. to many people, work means more than just a way to earn money
    C. work means satisfying only the needs of others and is almost like slavery
    D. work can be very satisfying and rewarding if it satisfies not only physical and security needs, but also other types of needs such as social needs, needs for self-respect and self-fulfillment needs

16. A psychologist studies the problem of workers who are not satisfied and unhappy by talking to several hundred workers. The psychologist found that many of the workers were not satisfied and unhappy for different reasons. Why do you think there were different reasons for the workers to be not satisfied and unhappy?

    A. different people are motivated to work to satisfy different human needs
    B. workers are mostly concerned about making more money
    C. the workers did not all work at the same job
    D. all workers are concerned with satisfying the same needs

MOTIVATION FOR WORK

Answer Key

1. B
2. D
3. C
4. A
5. C
6. D
7. D
8. B
9. A
10. B
11. D
12. B
13. A
14. C
15. C
16. A

UNDERSTANDING SELF

1. Perceptions can best be described as:

   A. the way we see things, people and situations
   B. the attitudes we have about things, people and situations
   C. those things, people and situations we value
   D. those things, people and situations we dislike

2. Standards for deciding whether something is good or bad are called:

   A. perceptions
   B. behaviors
   C. values
   D. interests

3. Which of the following is probably the least important when doing a self-evaluation in order to understand yourself better?

   A. your self-concept
   B. where you live
   C. your perceptions
   D. your values

4. How people see themselves is called:

   A. mood
   B. value
   C. prejudice
   D. self-concept

5. Stereotypes can affect a person's perceptions. Which of the following is an example of a stereotype?

   A. nurses are women
   B. daydreaming is a waste of time
   C. a fair day's pay for a fair day's work
   D. a poor self-concept

6. A person who says "the way to be happy is to enjoy myself and not think about my problems" probably believes that:

   A. it is easy to spend more time and energy in staying away from problems than it would take to solve them
   B. staying away from problems is easier than solving them
   C. staying away from a problem can often make it seem bigger than it really is
   D. staying away from problems, over a long time, almost always makes them worse and harder to deal with than they were in the first place

7. A person who says "My childhood and things that happened in the past determine how I feel now, and there is nothing I can do about it" probably believes:

   A. people have the ability to change their actions so that they can act in ways that are more to their advantage
   B. the past has no magic effect on a person's present or future
   C. the feelings and actions people learn as children are the feelings and actions they will have when they are older
   D. sometimes the ways of acting that got people what they wanted as children will not work when they are older

8. Other people can often be "mirrors" for our perceptions of ourselves. We often see in others what we do not want to see or believe about ourselves. Which of the following is not an example of this idea?

   A. a man who says "nobody listens to me" when really it is he who doesn't listen to others
   B. a woman who sees her boss as being cold and unfriendly when really it is she who is cold and unfriendly
   C. a man who likes another person's warm, friendly attitude when he really has the ability to be warm and friendly
   D. a woman who enjoys the friendship of a fellow worker because they are the same type of people

9. Joan has worked for the same company for over two years and has been doing the same job for all of that time. She is very good at her work. She has been offered new responsibilities and challenges at different times. However, Joan has never taken the opportunities because she is frightened she will do poorly at a new job and mess up her future with the company. Which of the following beliefs does this situation best describe?

   A. I have control over my feelings
   B. solving problems is easier than staying away from them
   C. I must not fail at anything - if I do, it means that I am either stupid, lazy or bad
   D. most things in life that seem scary or dangerous seem that way because I want to look at them that way

10. When people are trying to decide what types of jobs to look for, they should:

   A. choose jobs that they are interested in
   B. take the first job they are offered, no matter what it is
   C. choose jobs that friends would like
   D. never take the first job offered

11. Tom started work two months ago at a department store as a sales clerk. He enjoyed his job and was doing very well for the first month. Tom had set a record for most sales by a new worker during the first month. The boss and Tom's fellow workers had told Tom many times that he did good work. However, lately Tom has seen that no matter how well he does, the boss and other sales people don't seem to see it. He doesn't understand why because he tells them everyday how many sales he is making. Tom has seen that most of his fellow workers have started staying away from him. He is starting to think that he is failing at his job and can't figure out why people are staying away from him. Which of the following beliefs does this situation best show?

    A. I need and must have approval all the time from all the people I think are important
    B. I must not fail at anything
    C. I have control over my feelings
    D. Solving problems is easier than staying away from them

12. If people want to look at themselves in different work situations and think about changes they want to make in their actions, they should do a self evaluation by:

    A. looking at their self-concept, beliefs, feelings and values
    B. looking at their way of seeing others
    C. looking at their interests
    D. all of the above

13. Ivan and Terry were fighting about whether it is possible to change your feelings about people and things. Terry said that "other people and things cause my feelings." Terry thought that things that happened in the past caused how she feels now. Which of the following sentences shows how Terry would end the talk?

    A. feelings can be changed if you try hard enough
    B. feelings can be changed easily
    C. people have no control over their feelings
    D. people have control over their feelings

14. Which of the following <u>best</u> describes why people should do a self-evaluation?

    A. people can help themselves by looking at themselves honestly and finding things in which they can improve themselves
    B. businesses can make more money if all workers do a self-evaluation
    C. people need and must have approval and love from all the people they think are important
    D. a self-evaluation will keep workers from failing at anything

15. People do not always see other people as they really are. Which of the following does not agree with this idea?

A. our moods, prejudices and things that happened in the past cause the way we see others
B. people often see what they want to see
C. perceptions of others are always correct
D. people see things as they have seen them in the past

16. People should look at themselves all the time in work situations and think about changes they want to make in their actions. On which of the following is this statement based?

A. self-understanding is a thing people should do all through their lives, because people are always changing
B. once people become older their perceptions, feelings, and values will not change
C. self-evaluation is a hard job that needs to be done only once in a lifetime
D. people cannot learn about themselves from other people

UNDERSTANDING SELF

Answer Key

1. A
2. C
3. B
4. D
5. A
6. B
7. C
8. D
9. C
10. A
11. A
12. D
13. C
14. A
15. C
16. A

INTERPERSONAL RELATIONS

1. Which of the following best describes motives:

   A. needs or desires which cause people to act in certain ways
   B. the attitude a person has about something or someone
   C. those things and people which we dislike
   D. rules for deciding if something is good or bad

2. Which one of the following is <u>not true</u> of perception:

   A. perception is related to our experiences
   B. perceptions cannot change
   C. perception is unique - people see things differently
   D. perception causes what we do

3. Most people who lose their jobs, lose them because:

   A. they do not have the needed technical skills
   B. they miss work a lot
   C. they are not able to work with fellow workers and bosses
   D. they are unlucky

4. Which of the following is not a problem in interpersonal relations?

   A. people having different perceptions of a certain situation
   B. people becoming upset or angry with others
   C. people who do not have the needed skills to finish a job
   D. people who do not notice others' feelings

5. One way to stay clear of interpersonal problems is to "listen" for feelings of other people. "Listening" for feelings means:

   A. asking the other person to speak more clearly so you can understand
   B. asking the other person to speak louder so you can hear every word
   C. noticing feelings in the other person that are not being directly shown by words
   D. remembering word for word what the other person said

6. Headaches, stomach ulcers, high blood pressure and/or heart attacks are more likely to happen when people:

   A. do not notice and express feelings
   B. express positive feelings
   C. express negative feelings
   D. learn ways of expressing their feelings

7. Our relationships with other people are greatly caused by how we "see" or "hear" them. We see or hear other people through our prejudices and biases. This idea is shown best by:

   A. workers pulling together to help a fellow worker with a big job
   B. a boss who thinks a new worker will be a troublemaker because the new worker looks like a past employee who was fired for causing trouble
   C. workers all through a company showing a positive attitude toward their jobs
   D. a worker who is very good at the technical parts of the job but has trouble getting along with fellow workers

8. John is good at telling others how he feels in work situations and had developed good interpersonal relations with fellow workers. At what is this worker good?

   A. setting ideals for what is good or bad
   B. talking about situations and problems openly and tactfully
   C. the technical parts of his job
   D. looking at things from only one point of view

9. Paul is very angry with something happening on the job. Because of this he is making mistakes in his work. The best thing for Paul to do is:

   A. nothing, feelings go away by themselves
   B. show his feelings by "exploding" at the person causing the problem
   C. let go of his anger by yelling at the person who he is working with
   D. openly talk about the problem with the boss or fellow worker

10. Debra works in the shipping section of a large company. It is not her job to answer the questions of workers about receiving. One day a worker asked her to help him check on a late shipment of goods he was supposed to receive. She sharply told him that checking on shipments coming in was not part of her job. The worker was angry and reported her to the boss. How should Debra have handled the question?

    A. Debra handled the question in the best way
    B. Debra should have checked on the shipment coming in even though it is not part of her job, just to make the worker happy
    C. Debra should have tactfully told the worker that it was not part of her job and showed the worker to the person who could help
    D. Debra should have told the worker to check on the order himself

11. Andrew's desk is across from the office door. Even though he is not the receptionist, almost everyone stops at his desk for directions. At first he was very nice in helping them find the person for whom they were looking. Lately, however, he has become angry with the many questions. Sometimes, he won't even look up at the person but just points in the direction the person should go. The problem is causing Andrew to do poor work and he wants it cleared up. Andrew should:

    A. keep being unfriendly to people asking for directions so they won't bother him the next time
    B. accept the job of giving directions as another part of his work load
    C. openly talk about the problem with his boss to try to figure out an answer to the problem
    D. ignore the problem because it will probably go away in time

12. Larry is a very fast worker and expects other workers to keep up with him. Larry is young and usually finds it hard to get along with the older workers. Recently he had an argument with an older woker he was working with about whether the older worker could work as fast as Larry before the older worker had even started working. What seems to be the cause for Larry's problem in interpersonal relations:

    A. Larry is too good at his job
    B. Larry is prejudiced against older workers
    C. Larry does not have the necessary technical skills to do his job well
    D. Larry has too much work to do and should talk about the problem openly with his boss

13. Which one of the following best describes the importance of good interpersonal relations on the job:

    A. workers who do not have the necessary technical skills will lose their jobs
    B. in order to be successful, workers must be able to handle the technical skills of the job but must also be able to notice and express feelings at work and get along with fellow workers
    C. to be successful, a worker must be able to get along with all fellow workers no matter what the situation
    D. workers with the necessary technical skills do not have to be worried about getting along with fellow workers

14. Negative feelings can later show up as a bad mood, a headache or a sudden "explosion" over a small thing that made you angry. Which of the following is the idea upon which this statement is based:

A. negative feelings, such as anger, will not go away by themselves
B. people have feelings both on and off the job
C. most people lose their jobs because they can't get along with fellow workers
D. it is best to try to forget about negative feelings because they will go away by themselves in time

15. A psychologist studied the problem of why people sometimes have trouble showing their feelings. The psychologist found that some people are afraid that others will not like them if they show their negative feelings. Some people have trouble showing negative feelings without hurting someone else. Also, some people are afraid others may hurt them if they show their feelings. Which of the following is necessary before people can show their feelings:

A. the feelings must be recognized
B. the feelings must be forgotten about if possible
C. the feelings must be allowed to build up over time
D. the feelings must be positive

16. Sally and John were fighting about whether or not workers should hide their feelings from the boss if they do not agree with the boss about something. Sally said that not agreeing with a boss is a sure way to get fired. John, however, said that it is important to show your feelings even to the boss. He said that if negative feelings are shown in the right way, getting fired will not happen. Which of the following most shows the way John feels?

A. negative feelings or disagreements should be openly and tactfully talked about with whoever is involved
B. negative feelings or disagreements should be openly and tactfully talked about only with people who work under you
C. not agreeing with a boss is a sure way to get fired or at least get in trouble.
D. workers should show only positive feelings to a boss

INTERPERSONAL RELATIONS

Answer Key

1. A
2. B
3. C
4. C
5. C
6. A
7. B
8. B
9. D
10. C
11. C
12. B
13. B
14. A
15. A
16. A

EFFECTIVE COMMUNICATION

1. Which of the following best describes communication?

   A. one person giving directions for finishing a job to another person
   B. an exchange of thoughts, opinions or information between people
   C. two or more people talking about something important
   D. written messages between people

2. Which of the following is <u>not</u> one of the three elements of communication?

   A. the sender of the information
   B. the importance of the information
   C. the receiver of the information
   D. the message

3. During the process of two-way communication:

   A. information passes only from the sender to the receiver
   B. the receiver listens carefully to the message but is not allowed to ask any questions
   C. information passes from the sender to the receiver and from the receiver to the sender
   D. information passes only from the receiver to the sender

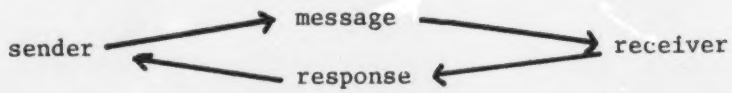
4. Gesturing or showing expressions through movements of the body is called:

   A. verbal communication
   B. non-verbal communication
   C. written communication
   D. one-way communication

5. A person's self-concept affects his/her ability to communicate with others. Self-concept refers to:

   A. how people see themselves or opinions persons have of themselves
   B. people listening for meaning rather than just hearing
   C. giving information clearly so that the receiver can understand the message
   D. how people see others or opinions persons have of others

6. The following diagram best shows:



A. written communication
B. verbal communication
C. one-way communication
D. two-way communication

7. The sentence "listening means more than hearing" means that:

A. information should be given simply and completely
B. the sender of a message should talk in a clear way
C. hearing is done with the ears, while listening happens when the receiver understands what the speaker means
D. most people cannot understand messages

8. Mistakes that are made by workers because they did not understand the directions for a job usually happen because of:

A. one-way communication
B. two-way communication
C. lack of supervision
D. poor self-concept

9. Susan has been given a job to do by the boss but does not really understand the directions for finishing the job. She should:

A. act as though she understands the directions so she doesn't look stupid and do the job anyway
B. act as though she understands the directions and ask other workers to explain the directions
C. ask the boss questions about the job in order to make sure she understands the directions
D. try to get another worker to do the job who already knows how

10. A boss is giving directions to a worker but is not sure that the worker is paying attention. Which of the following might show that the worker is not paying attention:

A. the worker is leaning slightly toward the boss
B. the worker is not looking the boss in the eye
C. the worker is nodding his or her head in agreement once in awhile
D. the worker is asking questions

11. Jill is a new worker at a small company. She has difficulty talking with other people. Jill is getting upset because some of her fellow workers are trying to tell her how to do her job. Jill is certain that she can learn the job by herself and does not want to be told what she is doing wrong. One fellow worker said to Jill "You always think you're right. Can't you ever say that you're wrong?" This communication problem probably happened because of:

    A. Jill's poor self-concept
    B. Jill's fellow workers not giving information clearly
    C. Jill and her fellow workers not listening to each other
    D. the job being too hard for Jill

12. The workers in a large business office are having a communication problem. The new supervisor always thinks that other people know what she is trying to say so she really doesn't explain what she means. This has caused many mistakes being made by the workers. When the office manager talked to the supervisor about the situation the supervisor said that her words just don't seem to come out the way she wants them to. This communication problem probably happened because of:

    A. the supervisor's poor self-concept
    B. the workers not listening carefully to the supervisor
    C. the supervisor not giving information clearly
    D. the workers not being as smart as the supervisor

13. Two-way communication is different from one-way communication because:

    A. two people are involved in the communication
    B. the receiver is not allowed to talk to the sender of the message
    C. the receiver of the message makes a response to the sender, for example, asking a question
    D. the sender gives the message to the receiver at least twice in two-way communication in the exact same way

14. Two-way communication is more effective than one-way communication. Which of the following is the reason for this?

    A. the more people involved in communication the better
    B. the sender of a message should never be stopped by the receiver since this will confuse both people
    C. When the receiver of a message listens to the sender without making any response the sender knows the message has been understood
    D. when the receiver of a message responds to the sender, for example by asking a question, the message will probably be understood

15. Most workers need to communicate with others such as fellow workers, bosses, people who work under them and customers. Communication is important to the smooth operation of any organization. Which of the following does not agree with this statement?

A. when people are not willing or not able to talk to each other, workers may make mistakes
B. effective communication is only important between managers
C. all workers should know about the communication skills they need to improve
D. Communicating effectively is a skill that will help workers do their jobs better

16. Which of the following is not a type of communication?

A. body language
B. verbal messages
C. written messages
D. self-concept

EFFECTIVE COMMUNICATION

Answer Key

1. B
2. B
3. C
4. B
5. A
6. D
7. C
8. A
9. C
10. B
11. A
12. C
13. C
14. D
15. B
16. D

USING CREATIVITY ON THE JOB

1. Which of the following is not true of creativity?

   A. creativity is something that only a few people have
   B. creativity does not mean the same thing to everybody
   C. people can block their own creativity or the creativity of others
   D. creativity is something potentially given to everybody at birth

2. A way used for getting a large number of ideas for solving a problem is called:

   A. interviewing
   B. criticizing
   C. brainstorming
   D. evaluation

3. Which of the following is not a block or "stopper" to a person's creativity?

   A. criticizing their ideas before they have a chance to develop fully
   B. writing down all ideas before talking about them or making any judgements
   C. automatically forgetting about ideas that seem just barely to have anything to do with the problem
   D. deciding whether an idea is good or bad almost as soon as it is thought of

4. When a group of people are using the brainstorming means to solve a problem, the first step would be:

   A. deciding whether ideas are good or bad
   B. criticizing other's ideas as they come up
   C. putting the ideas into two groups of good and "far out"
   D. think of as many ideas as possible

5. People can use their creative abilities in different work situations. Which of the following is not an example of using creative talent on the job?

   A. an idea for better use of time and energy
   B. following directions completely and correctly
   C. a plan for doing away with a report
   D. an idea for using office space better

6. By using their imagination and initiative, a group of workers are talking about ways to make the office run better. These workers are:

   A. using their creative talent to make a work situation better
   B. wasting valuable time
   C. causing problems for management
   D. not supposed to be using imagination and initiative on the job

7. When people say that they do not have any creative ability, they are:

   A. probably correct, since very few people have creative ability
   B. blocking their creative talents
   C. using their initiative and imagination
   D. making themselves more valuable to their bosses

8. A worker who has an idea for a new machine to take the place of something done by hand:

   A. is showing creative ability
   B. does not understand the working conditions
   C. should keep the idea to him or herself
   D. should not be using his or her imagination on the job

9. Steve and Carl have worked together for several months at a job that they both think is dull. Steve has come up with several ideas to make the job more interesting. But everytime, Carl criticizes the idea. He says that management won't change the way things are being done. Steve then forgets about it. Steve should probably:

   A. stop thinking of ways to make the job more interesting
   B. keep thinking of ways to make the job more interesting until he comes up with one that Carl doesn't criticize
   C. follow through with his ideas by talking to management about them
   D. tame down his ideas so that Carl will think they are good

10. A worker has come up with an idea to use plastic instead of wood for a product being built at the company. This means of using creativity is an example of:

   A. rearranging
   B. reversing
   C. substituting
   D. combining

11. Creative thinking may mean questioning ideas that many people accept without thinking about or disagreeing with commonly accepted ways of doing things. This concept is best illustrated by:

    A. a worker who says that all workers should be allowed to set their own work schedules
    B. a worker making a window display for the Christmas shopping season using a Santa Claus and toys
    C. a sales manager of a department store deciding which items to put on sale in order to increase sales
    D. workers who follow directions correctly

12. A worker has come up with an idea to change the way things are done in an office by giving two jobs to one person who does not have enough work to do. This means of using creativity is an example of:

    A. substituting
    B. combining
    C. reversing
    D. changing the size

13. Marla has worked in the display department of a large department store for several years. She started working as a helper and has worked her way up to department manager. Marla is a very creative person who seems to always come up with good display ideas. Marla does not listen to any of her workers' ideas since she is sure that the workers can best be used to carry out her ideas. Marla seems to believe:

    A. everyone has creative ability
    B. only a lucky few have creative ability
    C. not letting workers be creative can be harmful
    D. all workers should be allowed to show their creative abilities

14. Workers should examine their own creative abilities and how these abilities can be developed more. Which of the following does <u>not</u> agree with this statement?

    A. people can develop their creative ability through learning and practice
    B. creative ideas are needed in any situation where there are problems with unknown answers
    C. by developing and using creativity, workers can make their jobs more interesting
    D. only a lucky few have creative ability and these people are needed only in certain jobs

15. John and Martin were fighting about whether workers should try to develop their creative abilities. John said that workers who develop and use creativity can make their jobs more interesting. He also stated that creative workers often come up with ideas that improve the company. Martin, however, said that workers should do their jobs the way they are told to do them. He stated that the only good ideas would come from the person who was hired to think of new ways of doing things. With which of the following would Martin agree?

A. creative ideas can come from only a lucky few people
B. creative ideas can come from almost anyone
C. people can develop their creativity by learning and practice
D. by paying attention to what we usually do not pay attention to, we can open our minds to new ways of thinking

16. Which of the following do you have to think is true in order to develop your creativity?

A. creativity is a talent given to only a few lucky people
B. creativity is a characteristic potentially given to all human beings a birth
C. people cannot change their thinking habits
D. creative thinking cannot be learned or practiced

USING CREATIVITY ON THE JOB

Answer Key

1. A
2. C
3. B
4. D
5. B
6. A
7. B
8. A
9. C
10. C
11. A
12. B
13. B
14. D
15. A
16. B

PROBLEM SOLVING

1. The first step in problem solving is:

   A. evaluating
   B. idea finding
   C. fact finding
   D. solution finding

2. Problem solving can best be described as:

   A. working in groups to gather facts
   B. the process of deciding what to do about something
   C. evaluating the results of a solution
   D. working by yourself to come up with ideas

3. Which one of the following is true of problem solving:

   A. the ability to solve problems is something you are born with, you either have it or you don't
   B. every problem has one good solution
   C. one thing that can make a problem harder to solve is not understanding for sure what the real problem is
   D. once you figure out a solution to a problem, you are finished solving the problem

4. The last step in the problem solving process is:

   A. fact finding
   B. idea finding
   C. solution finding
   D. evaluating

5. Which of the following best describes the problem solving process?

   A. solving problems mostly involves trial and error
   B. problem solving is a planned step-by-step process
   C. problem solving is a careless method of getting ideas
   D. solving problems mostly involves guessing

6. Looking at a solution to a problem to see how it worked and to find out if anything else needs to be done is called:

   A. fact finding
   B. idea finding
   C. solution finding
   D. evaluating

7. A worker who says "I don't have to know how to solve problems. Solving problems is not part of my job, other people get paid to solve problems." is:

   A. correct because most workers do not have to solve problems on the job
   B. correct because most workers are not allowed to solve any problems on the job
   C. incorrect because most workers solve problems every day
   D. correct because most workers do not have the ability to solve problems on the job

8. Workers who have poor problem solving skills:

   A. view problems with the idea they can solve them
   B. understand and use the steps of problem solving
   C. should let others who were born with the skills solve their problems for them
   D. may cause more problems for themselves when trying to solve a problem

9. Rhoda works as the secretary for a small business. Her employer owns the business. One day Rhoda had to get some letters typed before the mail was picked up. The boss' wife brought in a job for her country club meeting and wanted it typed right away. The same thing had happened several other times. Which of the following best states the real problem:

   A. Rhoda had an important job to do that would not be finished if she did the job for her boss' wife
   B. the boss' wife is inconsiderate of Rhoda's situation
   C. how can Rhoda get home on time if she has to do both jobs
   D. does the business work or the boss' wife's work come first and how can Rhoda find out

10. Jim has worked for a construction company for six months and earns good money. He likes his job except for one thing. Jim has two bosses who have different ideas about the way things should be done. He gets upset when he does something to please one boss and then is told by the other boss that the job should be done another way. Jim is very serious about his job and does not like being told all the time that he is doing something wrong by one of the bosses. Which of the following seems to be the most important fact in this problem?

    A. Jim works for a construction company
    B. Jim earns good money
    C. Jim has two bosses with different ideas
    D. Jim is very serious about his job

11. Jack's job in the shipping department is to check damaged goods returned by customers and decide whether to give the customers back their money or not. One day he received some merchandise from a customer that had been used wrong by the customer. Jack refused to give the customer the money back because the merchandise was damaged by the customer after it had been bought. The customer was very upset and said that the merchandise was damaged because the directions for use were not clear. Jack had never heard this reason before and did not know what to do. He gave the customer the money back but wondered how to solve the problem if it happened again. Which of the following is the best solution for the problem? Jack should:

    A. do nothing because the problem will more than likely never happen again
    B. talk to his boss about what happened and come up with a rule to follow the next time the situation comes up
    C. fight with any customer in this situation to try to save the company money
    D. not bother his boss with the problem and just give all customers in this situation their money back

12. Sharon had just opened a small leather shop of her own. Business was not very good. After about a month of being in business she decided she had better advertise in the newspaper to try to increase sales. Sharon thought that this was a good solution to her problem and so did other small business owners she talked with. She advertised for two weeks but sales did not go up at all. Sharon thought she had solved the problem but had not. Which of the following is the next step in the problem solving process for Sharon?

    A. evaluate the results of the solution
    B. give up trying to solve the problem because if a good solution doesn't work, the problem cannot be solved
    C. start the problem solving process over again with fact finding
    D. try the same solution again

13. Many people try to solve problems by staying with one solution even if the solution does not solve the problem. These people have the wrong belief that:

    A. every problem has one good solution
    B. solving problems mostly involves trial and error
    C. evaluating a solution to a problem is an important part of problem solving
    D. if a solution does not solve the problem they should start the problem solving process over

14. People can develop good problem solving skills through practice. Which of the following does not support this statement?

A. most people can develop their ability to solve problems
B. because people face many kinds of problems, they need to learn to be flexible in their thinking
C. the ability to solve problems is something you are born with - you either have it or you don't
D. people can develop their ability to solve problems by learning and using the steps of the problem solving process

15. Bob and Anna were fighting about whether people can learn problem solving skills. Bob said that certain people are born with the ability to solve problems and others are not. Anna, however, said that all people face problems of some kind everyday and that people have a chance to learn the steps of problem solving and use them in problem situations. She said that many people just don't try to develop their problem solving skills and that is why they don't get any better at solving problems. With which of the following statements would Anna agree?

A. people either have good problem solving skills or they don't
B. people can develop their ability to solve problems by learning and practice
C. every problem has one good solution
D. the ability to solve problems is not very important for most people

16. Which of the following best describes why people should develop their problem solving skills?

A. the problems that most people face are small and have simple solutions. These problems take very little problem solving ability.
B. most problems worth solving are very hard and complicated and take specialists to solve
C. because people are likely to face many different kinds of problems they need to develop their abilities to solve problems
D. solving problems requires only that people get help from others

PROBLEM SOLVING

Answer Key

1. C
2. B
3. C
4. D
5. B
6. D
7. C
8. D
9. D
10. C
11. B
12. C
13. A
14. C
15. B
16. C

AUTHORITY AND RESPONSIBILITY

1. Authority in a job situation can best be described as:

   A. the duty of workers to do their jobs correctly
   B. the true way an organization works
   C. the right to decide, to act and to direct others to act in reaching organizational goals
   D. a description of how to carry out job duties

2. Responsibility in a job situation can best be described as:

   A. the duty of workers to their boss to do their jobs correctly
   B. the power to reward and punish workers to reach organizational goals
   C. the right to decide, to act and to direct others to act in reaching organizational goals
   D. a description of how to carry out job duties

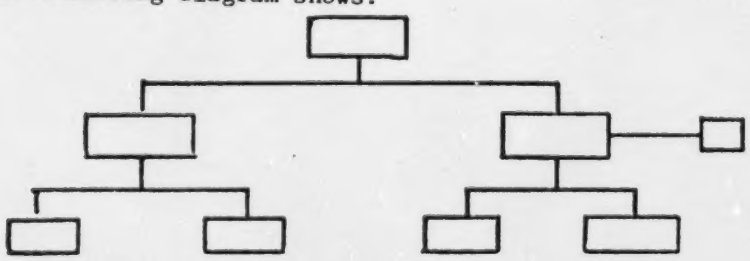
3. An organization chart:

   A. describes all of the jobs in an organization
   B. shows the formal lines of authority within an organization
   C. gives the organization's rules and regulations
   D. shows all the lines of communication within an organization

4. Which of the following is <u>not</u> true of the informal organization?

   A. the informal organization forms because of personal relationships within the formal organization
   B. the informal organization helps give workers a feeling of belonging and emotional support
   C. the informal organization can work for or against the formal organization
   D. the informal organization is always well-defined and easy to identify

5. The following diagram shows:



   A. the informal organization
   B. the formal lines of authority within an organization
   C. all the lines of communication within an organization
   D. how important each position is to the organization

6. The informal organization can help the formal organization reach its goals. This idea is best shown by:

   A. workers not following company rules by acting as a group
   B. workers working together to help a fellow worker with a large job in order to finish it on time
   C. workers forming a car pool to save gas
   D. workers have formed a bowling team for a local league

7. A worker's responsibility is more than just doing a job. Workers who show loyalty, enthusiasm, dependability, honesty and a willingness to learn and accept criticism, are showing:

   A. a negative attitude
   B. a positive attitude
   C. an ability to handle the technical parts of their job
   D. that they can't handle the technical parts of their jobs

8. A worker who has the same job as many other workers but who has more influence than the others can be said to have:

   A. informal authority
   B. formal authority
   C. formal responsiblity
   D. a bad attitude

9. Seven employers from different departments of a large company have formed a basketball team. They play other teams on Saturday mornings. They have gotten to know each other very well. Sometimes they call on each other for help when a job needs to be done in a hurry. This is an example of:

   A. negative attitudes on the job
   B. the duty of workers to their boss to do their jobs correctly
   C. the formal organization
   D. the informal organization

10. Gwen works in the customer service department of a bank. When she is not helping customers with their problems she does not have much to do. She was given another job to do one week by her boss in addition to her normal job. The job was not very big and could have easily been done in a day or so. When the week was over the boss asked Gwen how the job had gone. Gwen had not done the job and told the boss that she had not had time. This situation is an example of a worker:

    A. planning ahead to make sure work is done on time
    B. working for results with a good attitude
    C. staying away from responsibility by making excuses
    D. handling responsibility by dealing with different work situations

11. Workers can deal with their new jobs faster if they start learning about their job responsibilities and authority right away because:

    A. it is not important for workers to have clear ideas about their job responsibility and authority
    B. a formal job description does not give workers information about job responsibility and authority
    C. trial and error is the best means to use to learn about job responsibility and authority
    D. knowing about job authority and responsiblity can cause workers to make less and help new workers to be better workers

12. Bill had been working for six months before he was fired. Bill did his job better than any of the other workers in the office, but he had often said he would not help others with their work when they had too much to do. Bill did just enough work to get by. Bill had called in sick many times and three times missed work without telling his boss. Since Bill was good at his job, he did not like being told how to do his job and got angry when he was criticized by the boss. Bill was probably fired because:

    A. the boss did not like Bill
    B. he made the other workers look bad by doing his job so well
    C. he did not approach his job with a positive attitude
    D. the boss expected too much from Bill

13. Workers should know about the influence of the informal organization as well as the lines of authority formed by the formal organization. On which of the following is this statement based?

    A. the formal organization is usually well-defined and easy to pick out, however, many job situations are also influenced by an informal organization that is important to see and understand
    B. the formal organization as shown by an organization chart, shows all of the lines of communication within an organization, any important information will come to a worker through the formal organization
    C. the informal organization always works against the formal organization, workers need to know about the informal organization so they can stay away from it and keep their jobs
    D. the informal organization has all of the lines of communication within an organization, any important information will come to a worker through the informal organization

14. Which of the following best states what business usually wants from their workers?

A. businesses expect workers to handle the technical parts of their jobs only
B. businesses expect workers to be loyal, enthusiastic, dependable, honest and willing to learn and accept criticism as well as handling the technical parts of their jobs
C. businesses expect bad actions from workers because they know people don't really like to work
D. businesses expect workers to do only enough work to get by

15. Ellen and Joanne were fighting about the importance of the informal organization at their business. Ellen said that the informal organization was bad for the company because it got in the way of the formal organization and tried to get workers to not pay attention to company rules. Joanne, said that she agreed with Ellen. But, she also said that the informal organization helped the business get things done and also gave the workers a feeling of belonging and emotional support. Which one of the following shows how Joanne would end the talk?

A. the informal organization always works for the formal organization
B. the informal organization always works against the formal organization
C. the informal organization can work for or against the formal organization
D. the informal organization is usually easy to pick out in a company

16. A worker said: "I'm finished making excuses for myself when I fail on the job. Making excuses just causes more problems." Which of the following does <u>not</u> agree with this sentence?

A. people who make excuses may start to believe their own excuses after awhile
B. making excuses is a good way of staying away from failure and keeping your job
C. making excuses can become a habit
D. workers who make excuses may lose confidence, because they never give themselves a chance to succeed

AUTHORITY AND RESPONSIBILITY

Answer Key

1. C
2. A
3. B
4. D
5. B
6. B
7. B
8. A
9. D
10. C
11. D
12. C
13. A
14. B
15. C
16. B

LEADERSHIP

1. Which of the following is not a basic style of leadership?

   A. "iron-fisted" (autocratic)
   B. "hands-off" (laissez-faire)
   C. official
   D. "let's-vote" (democratic)

2. Which of the following is true of leadership?

   A. leaders are born with certain qualities that make them good leaders
   B. leadership is a combination of skills that people can develop through learning and practice
   C. leaders are always chosen because of what they did in the past and ability
   D. leaders are always chosen because of who they know, rather than because of their ability

3. In the "iron-fisted" (autocratic) style of leadership decisions are made by:

   A. the leader only
   B. the group rather than the leader
   C. no one
   D. the group and the leader

4. Leadership roles that have to do with the group's goals are called:

   A. maintenance roles
   B. formal roles
   C. informal roles
   D. task roles

5. Two theories of leadership are theory X and theory Y. Which of the following sentences best describes the main difference in the two theories?

   A. one theory uses the "let's vote" (democratic) style of leadership and the other theory uses the "hands-off" (laissez-faire) style of leadership
   B. one theory says that people hate work and try to stay away from it when they can and the other theory says that work can be a source of satisfaction for people
   C. one theory says that leaders are born and the other theory says that leaders are made
   D. one theory uses one boss for each worker and the other theory uses more than one boss for each worker

6. A boss lets group members help make a decision. Which style of leadership is the boss using?

   A. "iron-fisted" (autocratic)
   B. "hands-off" (laissez-faire)
   C. "let's-vote" (democratic)
   D. official

7. One theory of leadership style is theory X. Which of the following is not true of theory X?

   A. people hate work and stay away from work if possible
   B. work can be a source of satisfaction for people
   C. workers would rather stay away from responsibility and making decisions
   D. most workers in an organization must be forced or frightened to get them to work hard

8. When people say "leaders are born, not made" they are:

   A. probably correct because most of the qualities it takes to be a leader cannot be learned
   B. probably correct because leaders are always chosen by "who they know" rather than because of their ability
   C. probably wrong because leadership is a skill that people can develop through learning and practice
   D. probably correct because leaders are always people who "rule with an iron hand"

9. Which of the following is an example of a leader doing a maintenance or people role?

   A. asking management for more money for the workers
   B. the supervisor of a group of workers is telling the workers how to do a job
   C. the supervisor of a group of workers is checking to see if the job was done correctly
   D. the supervisor of a group of workers is making a report to management about work done during the past week

10. John is a manager in a large department store. The workers who work for John describe him as a dictator. John does not accept any suggestions from the workers and is always giving orders. Which of the following leadership styles does John use?

    A. "hands-off"(laissez-faire)
    B. "let's-vote" (democratic)
    C. official
    D. "iron-fisted" (autocratic)

11. Susan is the office manager for a business. A worker has come up with an idea for doing a job faster and better. Before Susan will allow the worker to use the idea on the job she is going to have all of the workers talk about the idea. Then as a group, the workers will decide whether to use the new idea or not. Which of the following leadership styles is Susan using?

    A. "hands-off" (laissez-faire)
    B. "let's-vote" (democratic)
    C. official
    D. "iron-fisted" (autocratic)

12. Larry just got a job in an organization and has a leadership role. Which of the following sentences is <u>not</u> good advice for Larry?

    A. Larry should figure out which style or styles of leadership suit him best
    B. Larry should remember that each leadership style has a different effect on the job and people involved
    C. Larry should remember that which leadership style to use depends partly on the situation
    D. Larry should pick one leadership style to use and never change it

13. A leader who is almost always concerned with the task roles of leadership probably uses which of the following leadership styles?

    A. "iron-fisted" (autocratic)
    B. "let's-vote" (democratic)
    C. official
    D. "hands-off" (laissez-faire)

14. A leader should use both the task and maintenance roles of leadership. On which of the following is this sentence based?

    A. people would rather work for a leader interested in people
    B. people would rather work for a leader interested in the job
    C. groups whose leaders pay attention to both the people and the job get the most done and get along the best
    D. most workers in an organization must be forced or frightened to get them to work hard

15. Managers and bosses who believe in the theory X of leadership probably use which of the following leadership styles most of the time?

A. "iron-fisted" (autocratic)
B. "let's-work" (democratic)
C. "hands-off" (laissez-faire)
D. official

16. Which of the following combinations of leadership theories and leadership styles probably go together best most of the time?

A. theory X and democratic style
B. theory Y and democratic style
C. theory X and laissez-faire style
D. theory Y and autocratic style

LEADERSHIP

Answer Key

1. C
2. B
3. A
4. D
5. B
6. C
7. B
8. C
9. A
10. D
11. B
12. D
13. A
14. C
15. A
16. B

COPING WITH CONFLICT

1. Which of the following best describes conflict?

   A. a conflict ends in a violent fight between people
   B. conflict happens when a person's actions interferes with or frightens another person
   C. conflict only happens when one person is right and the other person is wrong
   D. conflict situations are always bad

2. Conflict situations happen in four different stages. Which of the following is the last stage of a conflict situation?

   A. taking sides
   B. keeping score
   C. the showdown
   D. adjustments

3. Which of the following is <u>not</u> usually a cause of conflict on the job?

   A. workers who have different needs or goals
   B. workers trying to stay away from hard or unpleasant jobs
   C. the different prejudices workers have toward others
   D. all of the above may be causes of conflict on the job

4. A good means of dealing with conflict is compromise. Which of the following best describes compromise?

   A. delaying
   B. avoiding
   C. confronting with power
   D. give and take

5. Jerry handles a conflict situation by changing the subject when the conflict comes up when talking. Jerry is:

   A. confronting the conflict situation
   B. delaying the handling of the conflict situation
   C. avoiding the conflict situation
   D. compromising by not talking about the conflict situation

6. Many conflicts that happen on the job are caused by prejudice. Which of the following conflicts is caused by prejudice?

   A. a fellow worker is always late for work causing others more work
   B. a young worker is treated unfairly by older workers
   C. a worker is using fellow workers in order to look good to the boss
   D. a fellow worker does careless work that makes other workers look bad

7. Workers who handle a conflict by talking it over, listening to both sides, stating and making the problem clear, thinking about answers to the conflict, deciding on an acceptable solution and evaluating the results are handling the conflict by which of the following methods?

   A. confronting the conflict and compromising
   B. confronting the conflict and using power
   C. delaying settling the conflict
   D. avoiding handling the conflict

8. The last stage of a conflict is called adjustments. One or both sides may decide to make some change in their behavior. If one side is asked to make all the adjustments, which of the following is likely to happen?

   A. the conflict will be settled
   B. the conflict will start over again
   C. the conflict will be avoided in the future
   D. the conflict will be half settled

9. Juan trys to get everything just right and does his job very well He gets very upset with a fellow worker who is always making mistakes. This causes Juan more work since he has to correct the mistakes. Several times Juan has "blown-up" at this person, which has caused hard feelings. How can this situation best be handled?

   A. Juan should keep "blowing-up" at the fellow worker whenever mistakes are made to make sure the fellow worker knows he is upset
   B. Juan should not worry about the other person's work and just correct the mistakes when they happen
   C. Juan should do nothing now and wait to see if the problem goes away
   D. Juan should talk to the fellow worker about the problem, he should listen to reasons for the mistakes and both workers can then decide on an answer to the problem

10. You are the boss of several workers and have to handle the following problem. A conflict has developed between the workers over who should have to do a new job that is very hard. The older workers say that the newer workers should do the job and the newer workers do not think this is fair. Which of the following is the best means of handling the conflict?

    A. stay out of the conflict and let the workers settle the conflict in whatever way they can
    B. do something that will "cool off" the situation for a short time
    C. listen to both sides, think about several answers, decide on an answer by compromising and put the answer to the problem into action
    D. make whatever decision seems best to you and say you will hold pay back from workers who do not go along with your decision

11. Prejudices can cause a difficult kind of conflict. Which of the following is an example of a conflict that has been caused by prejudice?

A. a worker who has no right to be is very bossy causing other workers not to like him or her
B. certain workers are treated unfairly by the boss because they are young
C. a worker is causing a conflict by "using" other workers in order to look good to the boss
D. certain workers are trying to stay away from hard jobs, this is unfairly making more work for others

12. Ellen has spent many days working on a new filing system for the office. The new system works much better than the old system did and takes up less space. Ellen is pleased with the system and is proud to have come up with it. One morning shortly after the system was started, she heard the office manager taking credit for coming up with the system while explaining it to the company president. Ellen is now very upset. The conflict that has developed is an example of a conflict caused by:

A. workers being treated with prejudice
B. workers with different needs or goals trying to get what they want or need at the expense of others
C. workers who cannot or will not do their jobs correctly
D. workers trying to stay away from unpleasant or hard jobs

13. For many reasons, conflict situations often come up between workers on the job. Which one of the following best states the reason why workers should be able to handle conflict?

A. there is no room for trouble makers on the job
B. conflict is always a bad or unpleasant situation that should be stayed away from
C. by working out conflicts workers can make changes to improve their working situations
D. handling conflict situations should be a matter of habit for workers

14. Which of the following sentences is <u>not</u> true of conflict situations on the job?

A. on the job, conflict may cause workers to become mixed up, upset and not willing to help each other
B. the best thing to do when conflict happens is to ignore it
C. conflict can be a learning experience for workers
D. sometimes conflict on the job may end in a fight

15. Most conflicts go through four stages. Which of the following stages of conflict is most important for settling the conflict?

A. taking sides
B. the showdown
C. adjustments
D. keeping score

16. Bob said: "There should never be conflict on the job, the boss should just tell the other workers what to do and the workers should follow orders." Which of the following sentences does <u>not</u> agree with Bob's beliefs?

A. by working out conflicts, workers can make changes to improve their working situation
B. conflict is usually bad or unpleasant
C. conflict may cause workers to be mixed up, upset and not willing to help others
D. conflicts will not happen if the boss uses authority or power

COPING WITH CONFLICT

Answer Key

1. B
2. D
3. D
4. D
5. C
6. B
7. A
8. B
9. D
10. C
11. B
12. B
13. C
14. B
15. C
16. A

COPING WITH CHANGE

1. People have to deal with changes in their lives:

   A. only once in awhile
   B. probably every day
   C. only if they want to
   D. never

2. People's attitudes toward change has something to do with their ability to deal with change effectively. Which of the following is <u>not</u> an attitude that favors change?

   A. optimism
   B. self-confidence
   C. pessimism
   D. flexibility

3. Which of the following is <u>not</u> important when learning to accept change?

   A. being set in your ways and not willing to change
   B. knowing about the good points of a change
   C. knowing about the bad points of a change
   D. coming up with ways of decreasing the bad points of a change

4. When deciding how to react to changes, the first step in decision-making is:

   A. making a decision
   B. finding alternatives
   C. defining the problem
   D. understanding the situation

5. The more people accept change, the:

   A. harder it is to deal with the change
   B. easier it is to deal with the change
   C. more time it takes to deal with the change
   D. dumber they are

6. Workers who do not want to accept a certain change can fight it in many ways. Which of the following ways of fighting change is the most likely to cause problems for workers?

   A. compromise or substitute
   B. request not to comply with the change
   C. fight the change
   D. refuse to accept the change

7. One way for people to deal with changes that they do not like is to compromise. Which of the following is an example of compromising?

   A. not being willing to accept the change and take the consequences
   B. fight the change because it is unnecessary
   C. come up with a substitute plan that will be accepted in place of the change
   D. looking for the bad points about the change

8. ptimism, self-confidence, flexibility, enthusiasm for life, willingness to accept uncertainty and self-control describe people who usually have:

   A. a positive attitude toward change
   B. a negative attitude toward change
   C. difficulty dealing with change
   D. trouble dealing with new work situations

9. Evelyn has worked in the shipping department of a large business for three years. Management has decided to put together the shipping department and the receiving department to save money. Fewer workers will be needed to run the new department and some jobs will be done away with. Evelyn just got the word that she will have to learn a new job if she wants to stay with the business. She is upset with having to change jobs because she likes her job and does not want to be bothered with learning a new one. Which of the following should Evelyn probably do?

   A. fight the change
   B. don't change jobs and take the consequences
   C. accept the change but look at both the good and bad points of the change
   D. try to get out of the change by saying her job is too important to get rid of

10. One way of dealing with change is to try to accept the change by knowing about its good points and bad points and decreasing its bad points. This idea is <u>best</u> shown by which of the following sentences?

    A. "I don't think I should have to change since I have worked here for ten years"
    B. "The change is going to cause some problems for me, but I think it will be good for me in the end"
    C. I don't have to accept this change and I'm going to fight it all the way"
    D. "I will accept the change if I am allowed to make some changes in the plan"

11. Gary and all of the other workers at the store have just heard that all workers will have to start wearing uniforms with the business name on them. Customers have not been able to see sales people when they need help. Gary is the only worker at the store who never deals with customers since he is in charge of record keeping and does not leave his office. Gary does not want to wear a uniform everyday and does not see any reason for him to change. If Gary does not want to change he should probably:

    A. accept the change anyway and try to find some good points
    B. make a request to management that he not be made wear the uniforms since all changes are not meant to include all employees all the time
    C. fight the change by complaining to management
    D. refuse to accept the change and take the consequences

12. A person is faced with a change situation on the job and is trying to decide what to do about the change. Which of the following steps in the decision-making process is the person using?

    A. understanding the situation
    B. defining the problem
    C. finding alternatives
    D. making a selection

13. All people do not think the same way about change. It is not right to expect every person to either completely accept or completely reject a change. On which of the following is this sentence based?

    A. there are degrees of acceptance or rejection in a reaction to change
    B. all people react to change in the same way
    C. when people are faced with a changing situation they can either completely accept or completely reject the change
    D. workers must accept changes on the job

14. A change in the price of oil has something to do with the price a person pays for gasoline. This change may also have something to do with money that an oil worker makes. On which of the following is this sentence based?

    A. changes affect all people in the same way
    B. only changes that affect large numbers of people are important
    C. changes affect different people in different ways
    D. refusing to accept change is a difficult job

15. In order to accept a change with a good attitude, people must know about the good points and bad points and think of ways to decrease the bad points. Which of the following does <u>not</u> agree with this sentence?

A. most changes have good points and bad points
B. changes are either all good or all bad
C. change affects different people in different ways
D. by looking at the good points, we can accept change more easily

16. Which of the following <u>best</u> describes why people should learn to deal with change?

A. people have to deal with changes every day in all parts of their lives
B. peoples attitude toward change cannot be changed
C. only management or other leaders have to deal with change on the job
D. the rate of change in the world is slowing down

COPING WITH CHANGE

Answer Key

1. B
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8. A
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10. B
11. B
12. C
13. A
14. C
15. B
16. A

ADAPTING AND PLANNING FOR THE FUTURE

1. The world of work is changing fast. The rate of change in the future will probably be:

   A. slower than today
   B. faster than today
   C. about the same as today
   D. impossible to predict

2. A career plan that allows workers to plan for their future:

   A. should be flexible and able to be changed
   B. should be rigid and stuck to at all costs
   C. is not helpful to workers
   D. is based all on the past

3. Which of the following is a correct description of the future?

   A. the future is already fixed
   B. the future is all a matter of chance
   C. people are in complete control of their futures
   D. none of the above descriptions is correct by itself

4. Which of the following will <u>not</u> affect workers in the future?

   A. population changes
   B. changes in the environment
   C. economic changes
   D. all of the above will affect workers in the future

5. Workers who believe that the future is already fixed would:

   A. see no use in planning for the future
   B. depend on good luck
   C. act as though they are in complete control of their futures
   D. none of the above

6. The idea that workers in the future will change jobs ten times before they retire best shows which of the following ideas?

   A. there will be many people out of work
   B. technological advances will be slow in coming
   C. jobs will become out of date very quickly
   D. workers will no longer take pride in their work

7. A worker who says, "The future is a great roller coaster that we ride through life unable to get off or direct" is describing the future as:

   A. fixed and beyond our control
   B. all a matter of chance
   C. able to be completely controlled
   D. a mix of all of the above ideas

8. Raising the retirement age of workers to age 75 best shows which of the following ideas?

   A. many jobs that are here today will not be here in the future
   B. workers will be given time off to learn new skills
   C. seniority will be abandoned as a means towards promotion
   D. the U.S. population will increase slowly. There will be fewer young people looking for jobs

9. Nancy has just graduated from high school and has learned how to run several modern office machines. Which of the following is most likely to happen?

   A. Nancy will be using the skills she learned for the rest of her working career
   B. Nancy will have to learn new skills before getting a job because the skills learned are probably already out of date
   C. Nancy will use the skills she learned as soon as she gets a job but will probably have to learn new skills in the years to come
   D. Nancy will not be able to use the skills learned at school because the office machines used in business are not as modern as those office machines used in schools

10. Two workers have been working at the same job for several years. The workers have just been told by management that one of them has to be let go, and the other given a new job that takes different skills. The worker most likely to get the new job is:

    A. the worker who has updated his or her skills by learning new skills over the years
    B. the worker who is lucky
    C. the worker who is younger
    D. a new worker will probably be hired

11. If around two-thirds of the jobs available in the year 2,000 do not exist today, which of the following is probably true?

A. two-thirds of the country's workers will be out of work
B. people will have to plan for different jobs during their careers
C. skills learned in high school will be the same skills used throughout a person's working career
D. most workers will work at the same job for all of their careers

12. Larry has been at his job for two years and would like to stay with the company. However, he has just been told by management that a change is being made that will cause him to change jobs in order to stay with the company. Larry should probably:

A. refuse to change jobs
B. learn the skills needed for the new jobs
C. find a job with another company using the skills he has now
D. try to convince management not to make the change

13. A group of workers were talking about their plans for the future and the chance of having to go back to school to learn new skills. The boss who was listening to them talk said that he or she would not have to worry about learning new skills because the way to be a boss will never change. Which of the following best describes the boss' belief toward the future?

A. in order to deal with changes in their work environment, workers need to be prepared for changes
B. plans for the future must be flexible enough to allow workers to make adjustments as changes happen
C. planning for the future is needed by some workers but not by all workers
D. people who set goals are involved in creating their own future

14. The world of work will change even faster in the future than it is changing now. If this sentence is true, which of the following will probably <u>not</u> happen?

A. workers will have to change jobs several times during their careers
B. workers will stay on one job using the same skills for their whole career
C. most of the jobs that will be here in the year 2,000 are not even here today
D. workers will have to learn new skills after they finish high school just to keep their jobs

15. The length of time a worker has worked for a company will not count toward promotions and advancement. If this sentence is correct, which of the following is the reason why?

A. those workers who have current knowledge and skills will be valuable to the company
B. the retirement age will be raised to seventy-five
C. the retirement age will be lowered to forty-five
D. seniority will be even more important for job promotions in the future than it is today

16. Which one of the following best describes why workers need to have flexible career plans?

A. the future is fixed and there is nothing that can be done to change it
B. in order to deal with changes at work, workers need to be prepared for changes, including opportunities and bad luck
C. the future is all a matter of chance and workers will need to depend completely on good luck
D. workers who have a career plan are in complete control of their future

ADAPTING AND PLANNING FOR THE FUTURE

Answer Key

1. B
2. A
3. D
4. D
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6. C
7. A
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13. C
14. B
15. A
16. B